



Town of South Bruce Peninsula

Tourist Information Attendant

Position Description

Reports to: Facilities Coordinator Status: Seasonal
Last Revised: February 1, 2020 Hours: up to 40 per week

Summary of Duties

Reporting to the Facilities Coordinator, the Tourist Information Attendant provides information on local tourist attractions; answers phone/walk-in inquiries; greets tourists visiting the Town of South Bruce Peninsula at the Hepworth Information Centre.

Qualifications

- Must have general knowledge of the area and local tourist attractions
- Ability to work evenings, weekends, and weekdays.
- Excellent customer service skills.
- Previous experience in customer service work considered an asset.
- Ability to understand and execute detailed written and oral instructions.

Responsibilities:

- Coordinate marketing and advertising for tourism projects and events
- Develop, edit and distribute tourism and events publications, posters and brochures
- Participating in pre-planning meetings and assist with logistics for tourism-related events
- Provide on-site support to staff, volunteers and visitors during events
- Collect survey results, receive complaints, compliments and suggestions from visitors
- Collect feedback from event stakeholders and propose improvement ideas for future events
- Conduct background research to help with tourism initiatives
- Coordinate tourism outreach initiatives to support community events
- Answer visitor enquiries and prepare information packages
- Liaise with local businesses for sharing information about tourism and events
- Performs other duties as assigned.

Working Conditions

- Deals with a high volume of varied tasks; constant changes of priority.
- Constant attention to customer service demeanor required
- High level of initiative required.
- Weekdays, weekends, evening and shift work required